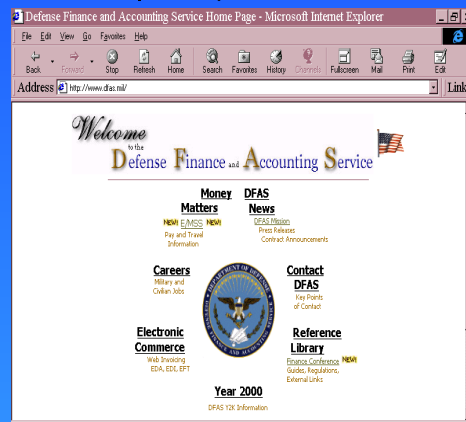
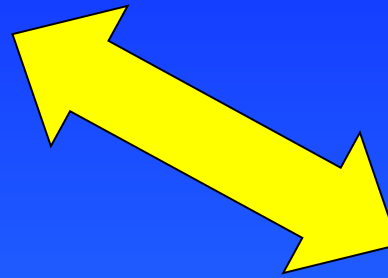
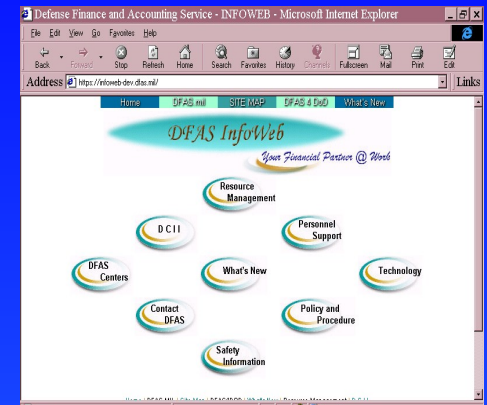
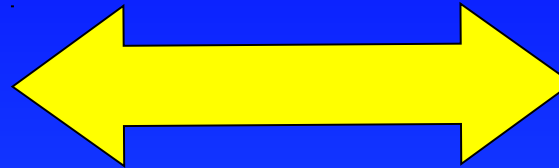
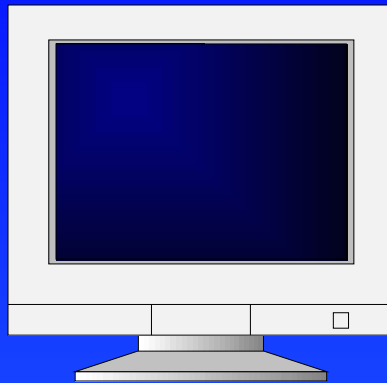


The DFAS Web: It's Yours, **USE** It!



Shelle L. Harpley
ASMC PDI 2000

AGENDA

- ▮ **Introduction**
- ▮ **Background on the Web Program Management Office (PMO)**
- ▮ **Centers and Operating Locations (OPLOCs)**
- ▮ **Overview of the three DFAS web sites**
- ▮ **Current Initiatives**
- ▮ **Future Goals and Objectives**
- ▮ **Summary and Questions**

Background

□ **Web PMO began in October 1998**

□ **Organization**

- **Headquarters determines web policies and direction**
- **staff consists of a Content Manager at the Headquarters level with the support of 5 technical staff members located at the DFAS Denver Center**
- **technical staff also serves as a liaison with the agency's Infrastructure Support Organization (ISO)**
- **each Center has 2 web liaisons to support the Center's activities and the OPLOCs**

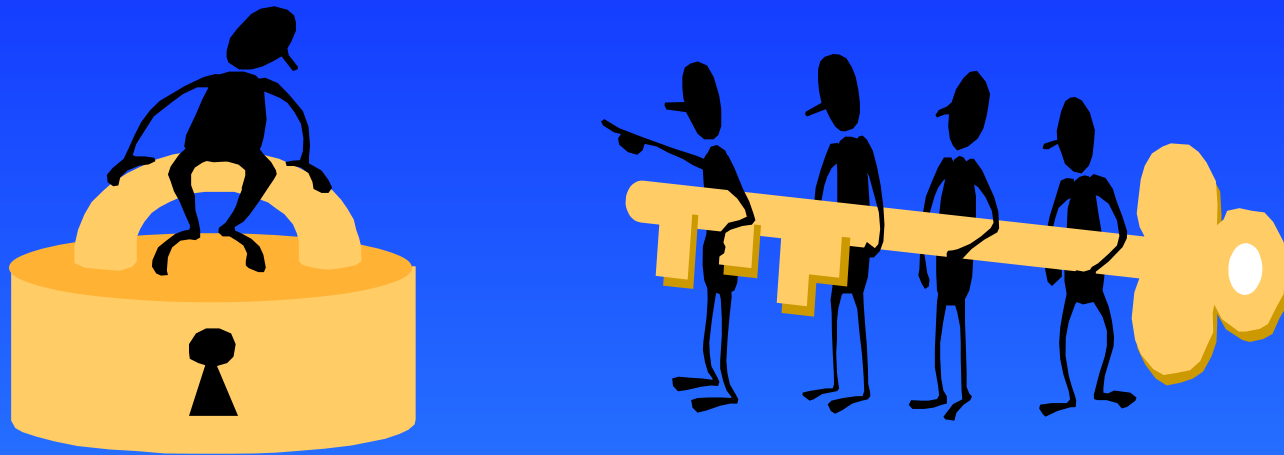
▮ Purpose and Functions of the Web PMO

- facilitates web development
- institutes web guidelines and policies
- determines growth and focus of each DFAS web site
- provides oversight on web development and new content
- partnership with the IT community
- serves as a liaison with the directorates at all levels of the agency

▮ Role of the DFAS web sites

- marketplace for DFAS information and products and services at all levels
- provides our customers with timely and accurate materials

- organized as a central repository for all DFAS information
- each site is designed to facilitate the needs and interests of specific audiences
- reach our customers no matter the location, day, ability or need



DFAS is Unlocking Information for YOU

..... Your financial partner @

Centers and Operating Locations (OPLOCs)

▮ Roles and functions

- serves as web facilitator of Center and its OPLOCs, as applicable**
- liaison between the Center and Headquarters Web PMO**
- contributes to the overall web development of each DFAS web site**
- responsible for the development of the Center and OPLOC pages on dfas4dod and the infoweb**

▮ Web Committee

- 2 Web POCs for each Center**

DFAS Web Sites

▮ Three DFAS portal sites:

- Internet - <http://www.dfas.mil>
- Extranet - <http://dfas4dod.dfas.mil>
- Infoweb - <https://infoweb.dfas.mil>

▮ Sites are designed and organized according to the audience they serve

- security
- proprietary information
- functions

▮ Each directorate, at all levels of the agency, is responsible for providing timely and accurate information to the Web PMO or Center Web liaison

- corporate effort versus individual effort

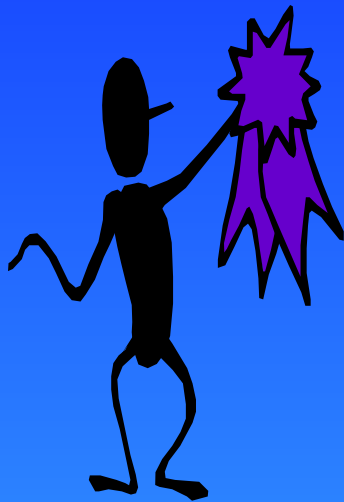
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DFAS Web Sites - WWW.DFAS.MIL

2.8 million hits in the month of April 2000

Serves as the agency's face to the public

Designed to provide the following groups with information:



- **military members**
- **DFAS/DoD civilian employees**
- **retirees**
- **contractors/vendors**
- **general public**
- **other government agencies**

□ Main areas of information:

- **“Organization”**

- **brief summary of the activities of the agency**
- **biographies for Director and Deputy
Director of the agency, other
key leaders**
- **the “Director’s Strategy”**
- **information on the DFAS seal**
- **connect to the Center and OPLOC web pages**
 - 1. each center sends updates to its pages**
 - 2. contains customers data**
 - 3. background on the origins of the center**
 - 4. phone lists for the functional areas at
each Center/OPLOC, i.e. Military Pay**
 - 5. houses a “library” of materials
relevant to each location**

- **“Money Matters”**
 - civilian and military pay information
 - travel pay
 - vendor pay and Vendor Pay Inquiry System
 - Garnishment
 - retiree and annuitant pay
 - transportation
 - debt
 - E/MSS



- **“DFAS News”**
 - agency highlights
 - agency mission, vision and goals
 - press releases
 - magazine
 - contract announcements

- **“Careers”**

- civilian, military and active reserves job announcements
- Quality of Work information
- career and management training
 - internships
 - DoD CFO Fellows program
- Delegated Examining Unit (DEU)
- external personnel links
- on-line resume

- **“Contact DFAS”**

- phone numbers for all DFAS locations to include phone numbers of interest to each military service and vendors

- **“Electronic Commerce”**

- gateway to Web Invoicing System (WInS)
- contains updated information on EDA/EDI/EDM
- lists systems user menus/reference guides for easy viewing
- contains links to the EC and EDA web pages

- **“Reference Library”**

- contains reference materials such as agency, department and service regulations
- briefings of recent agency conferences
- links to DoD and service-specific forms/pubs
- external connections to other DoD web sites and professional organizations

- “askDFAS”
 - link to internal, external customers
 - mechanism for customers to have their concerns/questions addressed

Special Interests

- DFAS’ standing among other top government web sites (1999) for number of visitors:

- U.S. Treasury	3.74M	DFAS.mil
- Fedworld	1.85M	3.18M
- USPS	1.71M	(2000)
- NIH	1.54M	
- State of California	1.50M	
- NASA	1.46M	DFAS.mil
- NOAA	1.36M	1.32M
- LOC	1.22M	(1999)

DFAS Web Sites - DFAS4DOD.DFAS.MIL

- 200,434 hits in April 2000**
- Site is designed for our DoD customers**
- How the site differs from the public site:**
 - secure site with restricted access to the “.mil” domain**
 - information is more specific**
 - 1. pay and accounting systems**
 - 2. Department-specific regulations/guides**
 - 3. greater Center and OPLOC detail**

□ Main areas of information:

- **“Support”**

- external links back to the public site for all pay-related inquiries
- links to the Personnel Support web pages and the Customer Service web pages which contain telephone numbers for the agency
- Solutions Corner and Best Practices house agency initiatives and FAQs
- Fraud reporting and Hotline information

- **“News”**

- links to the DFAS Magazine on the public site
- resource on agency initiatives, “Hot Topics”
- Y2K data

- **“Personnel Support”**

- **employment information on DFAS and DISA**
- **personnel services**
 1. **promotion calculator**
 2. **health and life insurance information**
 3. **Thrift Savings Plan (TSP)**
- **Fastrac training materials**

- **“Reference”**

- **user manuals - EC/EDI**
- **agency Briefings - Finance and Accounting**
- **DoD and Government forms and publications**
 1. **external links to military and DoD (WHS) forms**
 2. **IRS**
- **agency and DoD guides - FEGLI**
- **Center manuals and publications**

● “Systems”

- divided into Accounting Systems and Programs and Pay Systems and Programs
- information on the Credit Card Program
- updates forwarded by systems manager(s)
- systems specific to a Center are cross-referenced on the Center page and on this section
- many systems contain password protected pages
- POCs are cited on each page to assist with any questions or problems.

- **“Centers”**

- **Overview**

1. **each Center and OPLOC (if applicable) outlines the function and purpose of that Center or OPLOC**
2. **information is fairly standard throughout the network with each location organizing their information around their customers**
3. **many locations cross-reference pages between other Centers and HQs**
4. **Centers have the ability to post information directly to the site**
 - **organization for the OPLOCs is determined by the Center**





Defense Finance and Accounting Service *Welcome* to the **Cleveland Center**

- Cleveland

1. primary customer - Navy

2. "News"

- contains Center information

- houses "Director's Call,"

Cleveland's internal publication
highlighting Center initiatives

3. "Reference"

- guides and publications designed
for the Center's use

- Center telephone book

4. "Systems"

- list of Cleveland specific
pay systems which link to
the "Systems" section of the
site



Defense Finance and Accounting Service *Welcome* to the **Columbus Center**

- Columbus

- 1. primary customers - vendors/contractors**
- 2. "Customer Service"**
 - Center phone numbers
 - travel
- 3. "Systems"**
 - links Center-related systems to the HQs' level site
- 4. "Reference"**
 - contains FYE close-out data
 - regular updates on Center activities
- 5. "External Links"**
 - directs the customer to Contractor materials on the public site



Defense Finance and Accounting Service *Welcome* to the **Denver Center**

- **Denver**
 1. **primary customers - U.S. Air Force**
 2. **“Location”**
 - **links to the Denver OPLOCs**
 3. **“News”**
 - **directs visitors to information on Hot Topics and Y2K**
 - **contains FYE close-out procedures**
 4. **“Reference”**
 - **FYE close-out guidance and POCs**
 - **systems information and publications**
 5. **“Function”**
 - **links to the HQs level systems data**



Defense Finance and Accounting Service *Welcome* to the **Indianapolis Center**

- Indianapolis

- 1. primary customers - U.S. Army**
- 2. "Organizations"**
 - links to functional areas of the Center, e.g., Accounting or DNO**
- 3. "Systems"**
 - data on DFAS-IN systems and user manuals**
 - project management information and "Wizard" updates**
- 4. "Reports"**
 - covers all functional areas and pre-validation**
- 5. "Reference"**
 - phone books, regulations and library**



Defense Finance and Accounting Service *Welcome* to the **Kansas City Center**

- **Kansas City**
 - 1. **primary customers - U.S. Marine Corps**
 - 2. **“Support”**
 - **links to the Director’s Forum and frequently asked questions**
 - 3. **“News”**
 - **Center news articles**
 - 4. **“Reference”**
 - **links to web sites**
 - **phone directory**
 - **Center guides and manuals**
 - 5. **“Finance/Accounting”**
 - **directs to system information**
 - **accounting procedures and close-outs**

DFAS Web Sites - Infoweb.dfas.mil

- 72,729 hits received in April 2000**
- Site is structured for and restricted to DFAS personnel or others located within a DFAS**
- Content of the site is more specific to address the needs of the employee versus the needs of our customers**
- Recently re-designed to update and improve content, as well as look and feel**
 - designed to better facilitate the needs of the DFAS employee**
 - attract new content to the site**

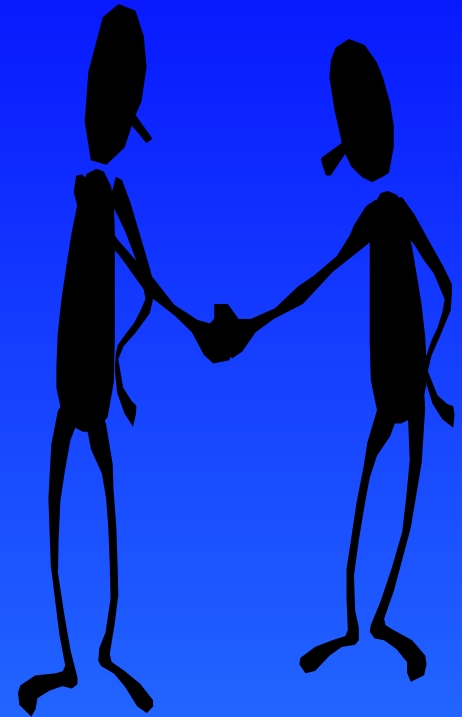
Major areas of information:

- **“Resource Management”**

- budget guidance
- agency mission and function
- performance indicators
- contingency planning
- critical infrastructure planning
- strategic planning
- Performance Contract

- **“Personnel Support”**

- promotion calculator
- EBIS and TSP information
- HR-related forms and publications
- career development and Quality of Life guidance



- **“Technology”**

- CIO updates and briefings
- infrastructure guidance
 1. systems architecture materials
 2. request forms
- strategic planning
- systems information
- library

- **“Policy and Procedures”**

- corporate repository for all DFAS printed materials
- provides our employees with the opportunity to visit one (1) area to obtain memos, policies, guides, regulations, etc.

● “Safety”

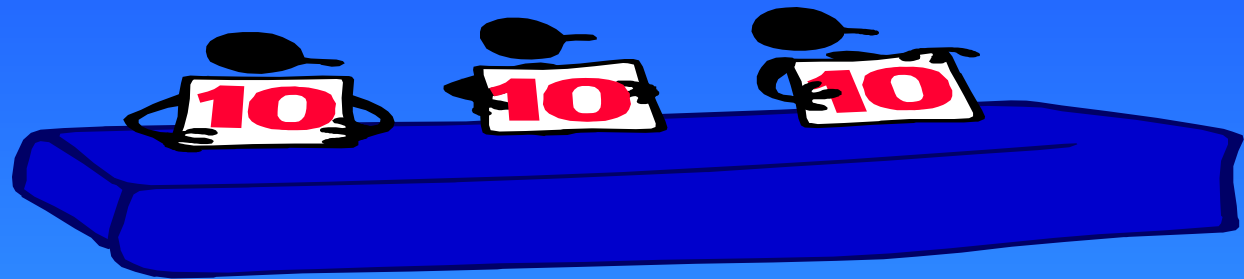
- web pages designed to share safety and occupational health information with DFAS personnel
- HQs and the Centers will participate in this area of the web site
- provides external links to sites with safety materials

● “Contact DFAS”

- houses the agency phone book
- contains VTC information for HQs, each Center and the OPLOCs

● “DFAS Centers”

- each Center and its OPLOCs, as applicable, will have web pages on this site
- the pages will specifically target the personnel at that site, while also providing information of interest to the entire agency
- Centers will have the ability to update and maintain their web pages
- look and feel will be more friendly, though maintaining a professional and mission-oriented site



● **“What’s New”**

- **current and timely information of interest to the DFAS employee**
- **information is usually posted for a period of 30 days and then removed to keep the materials updated**
- **highlights special initiatives of a Center or entity of the agency**

● **“DCII”**

- **DFAS Corporate Information Infrastructure**
- **designed to provide information to viewer of the plans and functions of DCII**
- **stipulates how the agency’s infrastructure is developed and maintained**

Current Initiatives

- ☐ Increase electronic business applications**
 - currently used in on-line resume submission and many E-commerce efforts**

- ☐ Provide customers and employees of DFAS with a timely and accurate source of information**

- ☐ Enhance efforts of interactive tools like E/MSS and eventually ELES**
 - empowers our customers and employees with the ability to personally address many of their needs**

- ☐ DESIGN INNOVATIVE AND USEFUL SITES TO ENHANCE THE AGENCY'S CURRENT MISSION, VISION AND GOALS!**

Future Goals and Objectives

- ☐ Design sites around the latest and best IT tools**
- ☐ Increase the ability to facilitate our customers' needs through enhanced interactive capabilities**
- ☐ Increase viewers through updated site designs and current and useful materials**
- ☐ Facilitate the needs of any visitors through easily accessed information**
- ☐ Continue to broaden the appeal and use of the site by working with our web partners at the Centers and OPLOCs and by listening to our customers at all levels**

Summary and Questions



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